

VII. Customer Service Concerns (other than accessibility or discrimination): You May Contact Us at (800) WAL-MART. Within five days of receiving a complaint you will be contacted by telephone, email, fax or letter that we have received your complaint. Within 14 calendar days we will provide a written notification of the results of your inquiry and the resolution. You may call (800) WAL-MART if you have a concern regarding fraud and abuse or any treatment or services provided by our organization or you may contact Accreditation Commission for Health Care (ACHC) at 1-919-785-1214 or 1-855-937-2242 if your complaint is not resolved. You can also call the Office of Inspector General at 1-800-447-8477.